***CLINIC NURSE INFORMATION***

If between 07:30am – 9:00 pm. Please call or page clinic nurse (LINK TO PAGE WITH CONTACT INFO – See pamphlet for specifics).

If between 9pm and 7:30am, turn off your pump (press STOP/START button , turn off ….

Is there blood in your tubing? YES / NO

YES - A small amount of blood in the IV tubing is ok and goes away when the medicine is given. Is there more than 5 cm of blood in the tubing?

YES – please call or page the clinic nurse in clinic hours.

No – End.

**IV site**

Are you concerned about your IV site?

At your IV site, do you have pain? YES / NO?

At your IV site, do you have swelling? YES / NO?

At your IV site, do you have redness? YES / NO?

At your IV site, do you have leaking? YES / NO?

YES (to any questions) – press ‘STOP/START’ button. When you see ‘Stop Pump’, choose YES. (Contact Clinic Nurse)

No: End.

**Allergic Reaction**

Are you have problems breathing? Or, are you having any swelling or tingling of your mouth, lips, throat or eyes? Did you start throwing up suddenly?

YES – Press STOP/START -> STOP PUMP -> choose YES. {STOP SIGN ICON} Call 911. End.

NO – Are you having any rash, swelling or itching?

YES - Press STOP/START -> STOP PUMP -> choose YES. Call the nurse (LINK TO CLINIC CONTACT INFO) or go to the nearest Urgent Care Centre or Emergency Department.

**PUMP**

Is your pump alarming or flashing?

No-End.

YES:

Is the green light flashing?

YES (ask next question)

No. (ask next questions)

Are the green and amber lights flashing?

YES – The pump is running, but needs your attention (ie, low battery)

No – (ask next question)

Is the amber light on continuously?

YES – Call your nurse (LINK TO CONTACT INFO)

No – (ask next question)

Is the screen blank?

YES – this may be because the pump is conserving power. Press the white key to turn on the display.

Did this solve your problem?

Yes. End.

No: do you need more help? Call your nurse (LINK TO CONTACT INFO)

**Troubleshooting:**

Does your pump say:

Low batteries or Batteries depleted

YES:

1. Press ‘STOP/START -> Stop pump?-> choose YES
2. Open the battery compartment at the top of the pump and replace the 4 double AA batteries.
3. Press the power switch to turn the pump back on
4. Press ‘STOP / START -> Start Pump? ->choose YES

NO (next questions)

Screen in blank and the alarm is sounding

YES:

1. Make sure the batteries are in place and battery compartment ins closed.
2. Press the power switch to turn the pump back on
3. Screen displays LOSS OF POWER -> choose ACKNOWLEDGE
4. Press STOP/START -> Start pump? -> YES

NO (next questions)

Downstream Occlusion:

YES:

1. Choose silence
2. Reposition your arm
3. Make sure the tubing isn’t kinked
4. Make sure all the IV clamps are open

Does the alarm resolve?

NO:

1. Choose help
2. Continue through the help screens by choosing next

Note: Do NOT remove any caps when prompted. If the occlusion is gone, the pump will resume.

Did the occlusion resolve?

Yes. End/

NO – Call the clinic nurse.

Press Start to Infuse (pump has been stopped for 3 minutes)

1. Choose SILENCE
2. Press start / Stop -> Start Pump? -> Choose YES

NO (next questions)

Reservoir volume is Zero (pump has finished giving the medicine and has stopped)

YES:

1. Choose ACKNOWLEDGE
2. Change the IV bag (LINK TO CHANGE IV BAG)

NO (next questions)

System Fault Alarm (possible software or hardware fault)

YES:

1. Open the battery compartment
2. Close the battery compartment
3. Press the power switch to turn the pump back on

Does this resolve the problem?

YES – end

NO – Call clinic nurse

NO (next questions)

Upstream Occlusion (blockage between the IV bag and the pump)

YES:

1. Choose SILENCE
2. Make sure the spike is fully inserted into the medication bag
3. Make sure the tubing isn’t kinked
4. Re-position bag in pouch

If the occlusion is gone, the alarm will stop and the program will resume.

Did the alarm stop?

Yes – end

NO –

1. Choose HELP
2. Continue through the help screens by choosing NEXT

If the occlusion is gone, the alarm will stop and the program will resume.

1. Is the problem continues, stop pump and call the nurse.

You must acknowledge this alarm before you work through the help screen if it happens more than 3 times in 15 minutes.

NO (next questions)

Cannot start pump without a latched cassette (cassette is detached)

YES:

1. Choose ACKNOWLEDGE and follow the prompts

NOTE: Do NOT prime the tubing. Do NOT reset the reservoir volume.

Did the alarm stop?

YES – end.

No – Call the clinic nurse.

NO: Next Question

Were you able to resolve your pump concern?

Yes: End.

No: 7:30am-9pm – Call clinic nurse

9pm-7:30am – turn off pump and call clinic nurse in the morning.

How do I sleep with my pump?

1. Link to power point presentation

How do I shower with my pump?

1. Link to power point presentation
2. See pamphlet write up

How do I change my medication bag?

1. Link to power point presentation
2. See pamphlet write up

What happens if I drop my pump?

1. Link to power point presentation
2. See pamphlet write up

What happens if my pump gets wet?

Is pump still working?

Yes: Dry off pump, and call on call nurse to review settings

No: Call clinic nurse.

How do I get changed my clothes while I am attached to the pump?

1. Link to power point presentation
2. See pamphlet write up

Icons:

AHS – Ambulance, Nurse, Pump